



ANNUAL REPORT



WWW.CONSEJOCOUNSELING.ORG



LETTER FROM LEADERSHIP

On behalf of Consejo Counseling leadership, staff, clients, and the communities, I would like to thank you for your ongoing support. For the last 43 years, Consejo has provided:

- Outpatient behavioral health.
- Mental health treatment.
- Psychiatric care.
- Medication management.
- Substance use disorder treatment.
- Housing services
- Youth and family services.
- Violence prevention services.
- Domestic violence survivors advocacy-based counseling
- Sexual assault survivors trauma-informed care services.
- Peer services
- Case management and care coordination services

We can meet our mission and goals and serve our community thanks to our dedicated staff, volunteers, interns, funders, donors, foundations, sponsors, and government agencies that support our daily work.

Thanks to your support Consejo is the leading community-based bilingual English and Spanish behavioral health agency in King, Pierce, and Mason Counties. We recently have expanded our services to Snohomish, Island, Skagit, Whatcom, and San Juan Island. Consejo's recovery-oriented, trauma-informed, and strength-based services empower our clients to achieve their personal goals and recover. I want to thank our primary care and natural health partners that help Consejo provide integrated care to all our patients.

To continue to provide valuable behavioral health care services to our clients during COVID-19 building closures, Consejo implemented a new telehealth platform, VPN remote access, mobile computers, mobile cell phone, and cell phone plans for all our employees. Consejo continued to offer our valuable services through the pandemic and provided additional support to our clients in the form of rental assistance, energy assistance, emergency food vouchers, and free hotspots. Consejo also partnered with the University of Washington Medical Center, Harborview, Health Point, Sea Mar, and Peninsula health services to ensure our clients received the COVID-19 vaccine. Consejo also partnered with faith-based churches, radio programs, national TV networks to provide COVID-19 education and information in Spanish and Quiche.

At the same time, Consejo continues to focus on service excellence, high-quality care, implement wellness-recovery-oriented programs, focus on service innovation, and advocate on behalf of our clients and communities we serve. Consejo is highly committed to equity services and culturally and linguistically care. Thank you for all your support; without you, we would not have done all the work we were able to do through the pandemic.

Mario E. Paredes
Mario Paredes, MA, MHP
Executive Director

FACING THE PANDEMIC

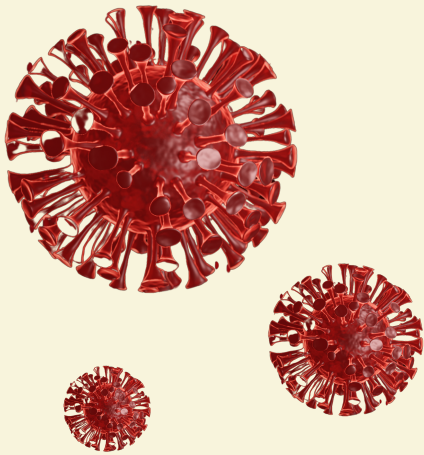
“ Stopping services was not an option because during moments of crisis clients need them the most. ”

There is no doubt that 2020 was a year that shook the world. At the beginning of the year, Consejo learned about COVID-19 and the danger it presented. However, stopping services was not an option because during moments of crisis clients need them the most. So, Consejo's leadership team immediately mobilized to find creative solutions that would allow them to continue offering services without exposing clients or staff to COVID-19.

To stay in contact with clients who did not have the means to communicate, Consejo bought telephones and hotspots and distributed them among those who didn't have these resources so that they could keep receiving services. At the same time, the agency provided the staff with cell phones and new laptops to increase the capability and the structure they needed to offer the service remotely. Thanks to great teamwork from every sector of the agency, and the fundamental effort by the IT Department, this transition was possible in 100 days with no pause in services.

Throughout 2020 the main office and some other Consejo sites stayed open to the public, providing services with no interruptions and keeping all safety precautions to minimize the spread of COVID-19. To keep serving clients, like those from the homeless population, Consejo assigned office spaces in the lobby with a computer. Clients could close the door and have a private session or pick up the phone to talk to a therapist. In Mason County, Consejo opened up a special phone line and paid the staff to answer questions to the public, and currently, it's the only line of its kind in that county.

To face the pandemic in 2020, Consejo staff invested about 4,000 hours of work, which would be equivalent to nearly two years in combined hours. Throughout the year they never stopped looking for creative solutions to continue serving their clients without interruptions.





THE OTHER HEALTH CRISIS

Consejo is a place where the personnel really care about their clients. We serve the most vulnerable, poorest, and disadvantaged population.

When COVID-19 hit, it drastically impacted our physical health and our economy, but it also seriously affected our mental health. Due to the lack of socialization and isolation, anxiety and depression increased in the community. Consequently, the domestic violence, substance use, depression, and risk of suicide cases rose considerably.

As the year continued, the demand for Consejo services increased quickly. So taking all sanitary precautions to preserve their own health and sanity and that of the clients, Consejo's personnel, continued providing services beyond their regular duties. They spent time teaching clients to navigate the electronic system, comforting them, and encouraging them to continue using their mental health care because at some point, they were the only contact that many clients had with the outside world.

To keep providing the service in the midst of the health crisis, Consejo increased the staff, trained new therapists, and in some cases like at the Graham office, they even provided some services outside under a canopy during the Summertime. All to make sure that the clients would continue receiving mental health, domestic violence, substance use, and sexual assault services they needed.

Since its foundation, Consejo has fulfilled its mission of providing bilingual and culturally appropriate mental health services that the community needs. Since the COVID-19 crisis began, our agency has had a tremendous positive impact on our clients, helping them face the mental health crisis that resulted from the pandemic, accompanying and guiding them through this process that certainly has been difficult for everyone.

A.P.O.Y.O.

The A.P.O.Y.O (Assistance Program Orienting Youth and Young Adult Onwards) program supports and empowers primarily BIPOC (black, indigenous, people of color) youth and young adults between 15-24 years of age; particularly those who have been negatively impacted by the criminal justice system. Whether they have been indirectly or directly impacted, any type of impact will qualify them. Whether they or a loved one has been impacted by probation/parole, correctional facilities, legal, or immigration systems, the A.P.O.Y.O program ensures all young people get the support and help they need.

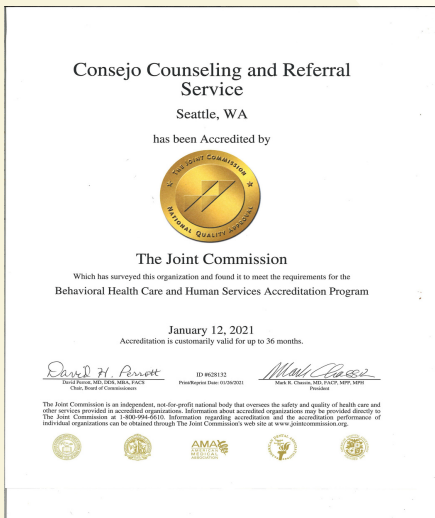
A.P.O.Y.O. sets itself apart from other traditional youth programs that provide services to high-risk, gang-involved youth and/or young adults caught in the revolving door of the criminal justice system. The program is unique in using a trauma-informed and harm reduction lens and practices to provide case management and system navigation services.

Consejo's bilingual and bicultural staff helps the A.P.O.Y.O. participants navigate the various systems they are a part of and identify the potential trauma(s) in their lives that keep them from breaking the cycle of recidivism.

Breaking Through Barriers is the name of the Virtual Youth Conference that was presented in October 2020 by A.P.O.Y.O. The goal was to inform, inspire and empower participants with the four workshops put on. The workshops included: Healing in a Time of Collective Trauma, Influential Womxn of Color in Tech, Leadership, and Recovery & Transitioning Back to Community. The conference was hosted virtually and was live, so participants could ask questions directly to the facilitators. The event had about 55 youth and young adults tuned in at all times, besides other participants that engaged at intervals. The conference had folks from outside the Seattle area, including Eastern Washington participants and even a California participant as well.



WE ARE BETTER AND STRONGER



The year 2020 was difficult, but throughout the difficult times, Consejo's team demonstrated the great dedication and commitment their work requires.

The challenges presented by the pandemic did not stop Consejo from continuing to offer its services without interruptions. And while it was facing the difficulties imposed by the health crisis, Consejo managed to transform and improve its system and the ways services and therapy sessions were given.

In 2020 while facing the crisis, Consejo also underwent the meticulous process of obtaining the Gold Seal of Approval from the Joint Commission, an important certification granted only to hospitals and clinics with the highest standards of service.

Also during 2020, Consejo's leadership team worked successfully to obtain significant funding to remodel the new building that will be the organization's main office. It will have a better infrastructure to offer integrated health services to the community.

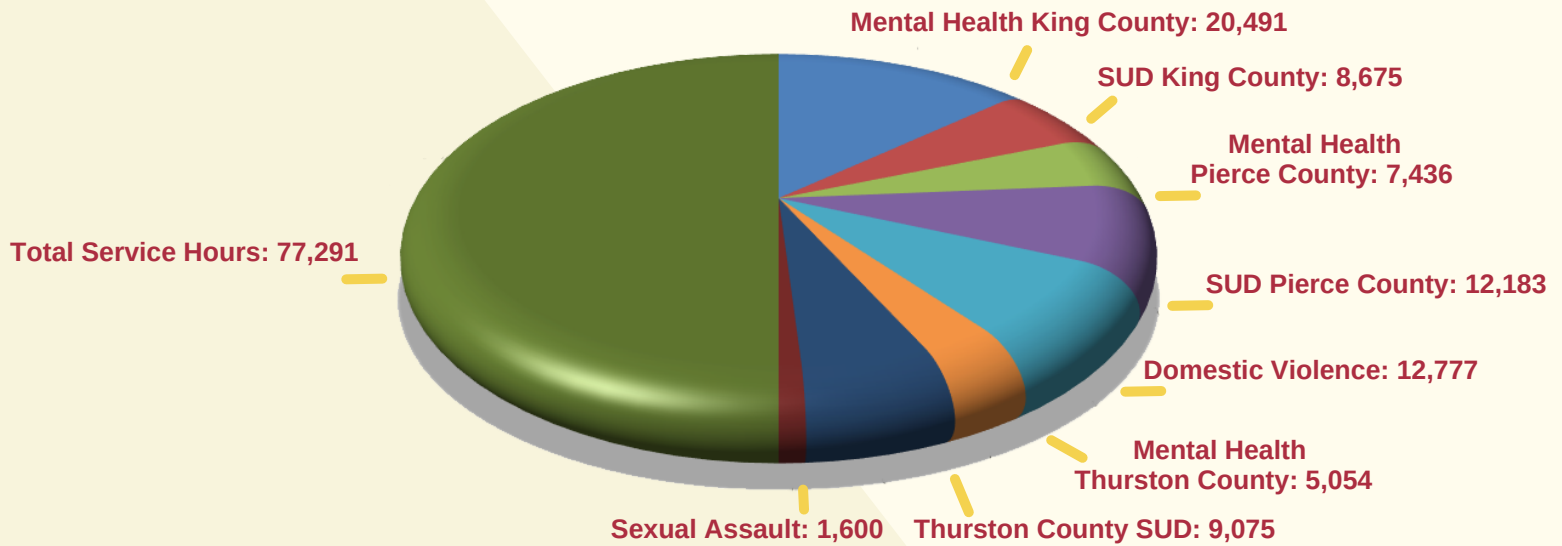
Certainly, 2020 was a difficult year, but it was also a year that brought opportunities to grow. In the midst of the health crisis, we incremented our staff, increased our service, improved our communications system, and created a better structure. Today Consejo is better and stronger.



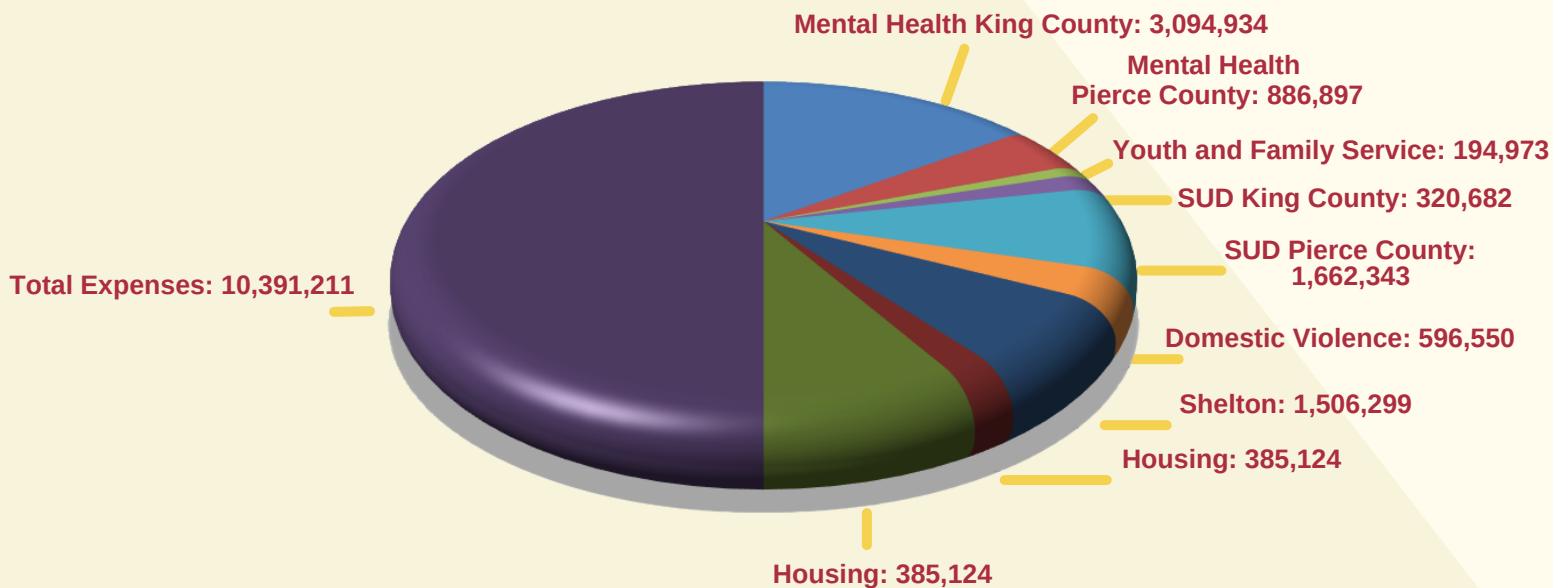
2020

YEAR-END FINANCIALS

SERVICE HOURS



EXPENSES



¡GRACIAS!



A Member of the Tokio Marine Group

FOUNDATIONS AND ORGANIZATIONAL DONATIONS

Amazon Smile
Columbia Legal Services
Community Foundation of South Puget Sound
Fales Foundation
Fidelity Foundations
Office of Secretary of State
Pacific Office Automotion
Philanthropy Northwest
Seattle Foundation
The Benevity community impact fund
The Boeing Frontstream Donation
Horizons Foundations
Company
The Norcliffe Foundation
The Northern Trust Company Jeffris Wood Fund
USI

MANAGED CARE ORGANIZATIONS

Community Health Plan of Washington
Amerigroup
United Behavioral Health
Molina Health Care
Coordinated Care

COMMERCIAL INSURANCE COMPANIES

Aetna El Paso
Premiera Blue Cross
Cigna
Anthem BCBS
Kaiser Permanente
Uniform Medical Plan
Regence Blue Shield
Aetna Lexington
UMR

PUBLIC AND PRIVATE FUNDERS

City of Tacoma
Beacon Health Options
Mason County Public Health
WASEC (The Credit Union for Washington)
YWCA (Young Women's Christian Association)
Cascade Pacific- Accountable Community of Health
Elevated Health-Accountable community of Health
Healthierhere- Accountable Community of Health
Center For Multicultural Health
City of Renton
City of Auburn
City of Bellevue
City of Bellevue
City of Federal Way
City of Kirkland
City of Redmond
City of Renton
City of Seattle DV-SA Program
City of Seattle DV Coordinated Response program
City of Seattle Access to Advocacy Hotline & Outreach
City of Seattle Office of Housing
City of Seattle Youth Violence Prevention Initiative
City of Shelton
City of Tacoma - CD Program
City of Tacoma Youth Co-Occurring
City of Tacoma REACH program
DOJ-OVW-Sexual Assault SASP
DSHS Culturally Specific DV
Fair Work Center
Group Health Community Foundation
NWIRP (Northwest Immigration Rights Project)
Pierce County Human Services Program
Pierce County Community Resiliency Fund, "One-Pearce"
Small Business Administration
Tacoma-Pierce County Health Department
Washington State-STOP DV - WA
Washington State STOP Grant - YWCA
Washington State DVLA Program
King County-DV
King County State Youth Treatment Program
King County Integrated Care Network
King County- Office of Housing
King County Public Health
King County-MIDD
Washington State Department of Commerce
Washington State- Washington Immigrant Relief Fund

WE THANK OUR FUNDERS, SPONSORS AND DONORS IN 2021